

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**



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9-21-16  
04:59 PM

Application of Southern California Edison  
Company (U 338E) for Approval of its Energy  
Savings Assistance and California Alternate  
Rates for Energy Programs and Budgets for  
Program Years 2015-2017.

And Related Matters.

Application 14-11-007  
(Filed November 18, 2014)

Application 14-11-009  
Application 14-11-010  
Application 14-11-011

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON  
LOW-INCOME ASSISTANCE PROGRAMS FOR AUGUST 2016**

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September 21, 2016

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This is the eighth monthly report of program year (PY) 2016. The purpose of this report is to consolidate activity for the CARE Program and Energy Savings Assistance Program and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date Energy Savings Assistance Program and CARE results and expenditures through August 2016 for Southern California Gas Company (SoCalGas).

Respectfully Submitted,

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September 21, 2016

**Southern California Gas Company  
Energy Savings Assistance Program  
(ESA Program)**

**And**

**California Alternate Rates for Energy  
(CARE)**

**Program Monthly Report**

# LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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## ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

### 1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY

#### 1.1 Energy Savings Assistance Program Overview

##### 1.1.1 Provide a summary of the Energy Savings Assistance Program elements as approved in Decision (D.) 12-08-044:

Program Summary through August 2016			
	Authorized / Planning Assumptions	Actual to Date	%
Budget*	\$132,417,191	\$32,990,746	25%
Homes Treated	136,836	36,535	27%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,426,915 **	741,777	31%

\* Pursuant to D.15-12-024 and D16-06-018, budgets have been updated to reflect Jan 2016 - Dec 2016 full year budget, which was based of the Phase II Decision authorized 2014 budget amounts per D. 14-08-030. Does not include funds shifted from previous years and/or prior program cycles.

In August, SoCalGas processed and paid contractor invoices for 36,535 treated homes, or 27% of the 2016 annual treated goal of 136,836. Additionally, in August, SoCalGas paid for 2,861 furnace repairs and replacements, 540 water heater repairs and replacements, and 4,124 High Efficiency Washers.

#### 1.2 Energy Savings Assistance Program Customer Outreach and Enrollment Update.

##### 1.2.1 Provide a summary of the Energy Savings Assistance Program outreach and enrollment strategies deployed this month.

###### Ethnic and Mass Media Campaign

See section 1.2.2 on August 30th Spanish Language Media Round Table in Los Angeles.

### **E- Newsletter**

There was no E-newsletter sent in the month of August.

### **Energy Savings Assistance Program - Bill inserts/onserts**

In August, as part of ESA Program Intensification Efforts, SoCalGas deployed bill inserts to 233,000 customers inside and outside of the Aliso Canyon rules suspended area. Similarly, in the month of August, SoCalGas included bill messages on the ESA Program to these customers.

### **Energy Savings Assistance Program - Direct Mailings**

For the ESA Program, SoCalGas deployed two separate direct mail campaigns.

The first direct mail campaign was sent to 5,552 customers assessed to receive high efficiency clothes washers, who were also deemed difficult to contact by our program contractor. This was a collaborative marketing effort with input from the responsible ESA Program contractor.

Additionally, a targeted direct mail was sent to CARE customers not enrolled in the ESA Program. Letters were mailed to 8,392 customers.

### **Energy Savings Assistance Program - Outbound Dialing.**

There were no outbound dialing campaigns in the month of August.

### **Energy Savings Assistance Program - Web Activities**

In August, SoCalGas' Energy Savings Assistance Program had 230 web based customer leads.

#### **1.2.2 Customer Assistance Events and Public Affairs/Public Relations Activities for the CARE and ESA Program.**

The events and activities performed during the month of August are described below. SoCalGas provides customer program information regarding its interactions with the community to facilitate participation in its Low Income Programs. For example, SoCalGas Regional Public Affairs meets with various community groups – both the general population and low-income customers. CARE and ESA Program information is distributed at the events that SoCalGas or its representatives attend. In addition to the ongoing and general outreach in the community, the events listed below represent more of SoCalGas' targeted outreach events.

#### **August 3, Doris Cantlay, Food Distribution Center, Orange County**

At the Doris Cantlay Food Distribution Center in Orange County, approximately 150 families lined up to receive bags filled with food. While the families waited in line, Customer Assistance representatives approached them and gave them the information on the ESA Program and

CARE. Most families were monolingual Spanish speakers and a few families that were monolingual Vietnamese speakers. Most attendees were not SoCalGas bill account holders, but Customer Assistance representatives assisted the customers and helped them filled out applications, excluding their signatures. SoCalGas also left Customer Assistance Program brochures behind with them that included the in-language hotline phone number in case they had follow-up questions.

**August 18, CalFresh Workshop, Catholic Charities, Orange County**

SoCalGas gave a ten minute Spanish-language presentation on the ESA Program and CARE to members of the community who were signing up for CalFresh benefits at the CalFresh Workshop.

**August 30, Media Round Table, Spanish, Los Angeles SoCalGas**

SoCalGas hosted a media round table near downtown Los Angeles to discuss Low-Income programs with community organizations and local, Spanish-language media outlets. Most of the community organizations (for example, EveryoneOn, Mexican American Opportunity Foundation, Fiesta Educativa) currently work with SoCalGas in creating Low Income Program awareness in the community. The community organizations shared their experiences with representatives from print channels (*La Opinión* and *Eastern Group Publications*) and television (Univision 34).



The round tables will continue into the next month and include Vietnamese and Chinese language community organizations and press.

### **1.3 Leveraging Success Evaluation, Including CSD**

#### **1.3.1 Please provide a status of the leveraging effort with CSD. What new steps or programs have been implemented? What was the result in terms of new enrollments?**

Pursuant to D.14-08-030, SoCalGas continues to explore opportunities to collaborate with various organizations and key stakeholders, including the California Department of Community Services & Development (CSD), to leverage program collaboration.

In 2016, SoCalGas maintains its water measure leveraging agreements with three investor owned water utilities, each co-funding HE Clothes Washers in addition to the Metropolitan Water District (MWD) co-funded amounts. SoCalGas' three water IOU agreements are with Liberty Utilities, formerly Park Water Company,<sup>1</sup> San Gabriel Valley Water Company,<sup>2</sup> and Fontana Water Company.<sup>3</sup> SoCalGas has billed

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<sup>1</sup> Liberty Utilities, formerly Park Water Company serves the Compton/Willowbrook, Lynwood, and Bellflower/Norwalk water systems.

<sup>2</sup> San Gabriel Valley Water Company serves the communities of: Arcadia, Baldwin Park, El Monte, Industry, Irwindale, La Puente, Montebello, Monterey Park, Pico Rivera, Rosemead, San Gabriel, Santa Fe Springs, South El Monte, West Covina, Whittier and unincorporated portions of Los Angeles County, in the communities of Bassett, Hacienda Heights, Los Nietos and South San Gabriel.

<sup>3</sup> Fontana Water Company serves the communities of Fontana, Rialto, Rancho Cucamonga, Ontario, and unincorporated areas of San Bernardino County.

\$144,320 year-to-date related to co-funding activities associated with these water leveraging agreements.

SoCalGas' ESA Program contractors now serve joint SoCalGas and City of Colton Electric Department customers, so our customers receive both energy saving natural gas measures and electric measures seamlessly. Additionally, SoCalGas Single Point of Contact representatives coordinated with the Los Angeles Department of Water and Power (LADWP), Pasadena Water and Power, Anaheim Public Utilities, and Riverside Public Utilities. ESA Program coordination with LADWP began in October 2015 with the Housing Authority of the City of Los Angeles(HACLA), a public housing program that provides affordable housing to more than 6,500 low-income families and manages 14 large public housing locations in Los Angeles. Since the inception of this collaborative effort with LADWP, 2,463 program enrollments have occurred. In addition, there have been 673 homes served under the Anaheim Public Utilities partnership, 336 homes served with Riverside Public Utilities, and 59 homes served with Pasadena Water and Power.

## 1.4 Workforce Education & Training

### 1.4.1 Please summarize efforts to improve and expand Energy Savings Assistance Program workforce education and training. Describe steps taken to hire and train low-income workers and how such efforts differ from prior program years.

SoCalGas continued its internal training programs which contributes to the goals of workforce development. SoCalGas provides two areas of training: (1) Enrollment and Assessment (E&A); and (2) ESA Program Operations. The Year-to-Date results are shown in the following tables.

SoCalGas Skill-Level Test Results					
	1st Quarter	2nd Quarter	July	August	Total
Attended Testing	68	120	30	30	248
Passed Test	34	69	22	14	139
Pass Rate	50%	57%	73%	47%	56%

After successful completion of the Skill Level Test, the potential outreach specialist attends a mandatory 5-day class that reviews the requirements for enrollment, assessment and in-home education.

	1st Quarter	2nd Quarter	July	August	Total
Attended Class	60	95	25	35	215
Tested	55	80	19	34	188
Passed Class	52	75	19	29	175
Badged	43	60	12	19	134
Census Attendees	0	0	0	0	0
Retention Rate*	92%	84%	100%	85%	93%
*Retention Rate is Passed/Tested					

The 5-day class covers utility-specific items related to policies, security processes and overall customer service standards as well as leveraging

opportunities with other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. The year-to-date total for badged outreach specialists for SoCalGas is 134. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the Program. The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2016.

<b>Class Type</b>	1st Quarter		2 <sup>nd</sup> Quarter		July		August		Total	
	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students	No. of Classes	No. of Students
<b>Initial</b>	5	7	3	25	1	8	4	34	13	74
<b>Refreshers</b>	0	0	7	106	1	8	1	4	9	118
<b>NGAT 1-Day</b>	2	5	2	18	0	0	1	16	5	39
<b>Grand Total</b>	7	12	12	149	2	16	6	54	27	231

### **1.5 Emergency Efforts In Response to D.16-04-040**

D.16-04-040 at Ordering Paragraph 10 orders, "Southern California Gas Company and Southern California Edison Company shall track and report on its emergency response efforts immediately on a monthly basis to the Commission's

Energy Division.” This section provides a summary of efforts undertaken in response to D.16-04-040.

**Please refer to Appendix 3.2 for Emergency Efforts Response Update.**

## **2. CARE EXECUTIVE SUMMARY**

### **2.1 CARE Program Summary – August**

#### **2.1.1 Please provide CARE program summary costs.**

<b>CARE Budget Categories</b>	<b>Authorized Budget</b>	<b>Actual Expenses to Date</b>	<b>% of Budget Spent</b>
Outreach	\$3,750,223	\$2,545,229	67.87%
Proc., Certification and Verification	\$8,232,248	\$824,501	10.02%
Information Tech./Programming	\$2,937,450	\$274,103	9.33%
Pilots (1)	\$325,000	\$120,880	37.19%
Measurement and Evaluation	\$18,659	\$0	0%
Regulatory Compliance	\$242,507	\$236,616	97.57%
General Administration	\$943,426	\$484,889	51.40%
CPUC Energy Division Staff	\$60,000	\$29,503	49.17%
Cooling Centers	N/A	N/A	N/A
Total Expenses	<b>\$16,509,513</b>	<b>\$4,515,721</b>	<b>27.35%</b>
Subsidies and Benefits	<b>\$131,142,177</b>	<b>\$70,165,116</b>	<b>53.50%</b>
Total Program Costs and Discounts	<b>\$147,651,690</b>	<b>\$74,680,837</b>	<b>50.58%</b>

\* Pursuant to D.15-12-024 and D.16-06-018, budgets have been updated to reflect a Jan 2016 - Dec 2016 full year budget, which was based of the Phase II Decision authorized 2014 budget amounts per D.14-08-030.

(1) Pursuant to D.15-12-047 Pilot budgets have been updated to reflect an increased amount over and above amounts stated in D.14-08-030.

#### **2.1.2 Please provide the CARE program penetration rate to date.**

<b>CARE Penetration</b>		
<b>Participants Enrolled</b>	<b>Eligible Participants</b>	<b>Penetration rate</b>
1,569,802	1,907,982	82.28%

## **2.2 Outreach**

### **2.2.1 Discuss utility outreach activities and those undertaken by third parties on the utility's behalf. (For additional CARE Outreach see section 1.2.2.).**

#### **CARE Telephone Enrollments and Recertification**

CARE Operations sends a hard-copy letter as the customer's recertification date approaches. If the customer does not renew their certification, CARE Operations sends a second hard-copy letter.

In order to reduce the need to send hard-copy letters, CARE Outreach determines which CARE customers have an email address on file and sends an email several months in advance of the customer's renewal (recertification date). This email directs the customer to renew by means of an online form. SoCalGas sent an August recertification reminder email to 10,630 customers whose renewal date was approaching and processed 1,772 online renewals.

#### **CARE Web Activity & Enrollments**

SoCalGas references its website in nearly all communications. Due to the increase in the number of customers with an available email address on file, SoCalGas uses email communication whenever possible.

SoCalGas sent 12,883 emails to new customers with a probability of being eligible for the CARE program and processed 2,013 online enrollments.

(Note: There is a time lag between the time that a customer receives an

email or direct mail and when a customer actually replies; thus, monthly reporting represents a rolling tabulation of outbound campaigns and inbound enrollments.)

### **CARE Third-Party Enrollments & Outreach**

SoCalGas employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. These canvassers are bilingual (English and Spanish) and generated 2,115 approved enrollments in August.

In addition to canvassers, Community-Based Organizations (CBOs) and Faith-Based Organizations (FBOs) constitute a key component of the grassroots tactics. These organizations serve as trusted sources of information on the CARE Program, and provide the community with information on enrollment. If a customer is already on the CARE Program, these organizations remind customers to recertify when notified. A partial list of the organizations, the county and community they serve, and the primary focus of these organizations follows.

A local Community Based Organization that SoCalGas has been working with since the Spring of 2015 is Via Care Community Health Center. They are a health clinic located in the heart of East Los Angeles. They offer medical and dental services for those who qualify through Medi-Cal.

Through the Via Care intake process, Medi-Cal outreach enrollment managers are able to sign up SoCalGas customers through the categorical eligibility option.

211 LA County is a multilingual referral phone number for Los Angeles County. As a result of SoCalGas' close working relationship with 211, callers learn about the CARE and ESA Program when they are placed on hold, and representatives are trained to follow up with callers on these programs, even if utility assistance was not the original purpose of the call. The organization provides monthly reporting on the categories of service calls and zip codes of the callers. 211 LA County is emphasizing assistance to Veterans in its monthly tracking reports. Based on these reports, Veterans' primary concerns seem to be employment and health care, but 211 also refers those callers to SoCalGas assistance programs where appropriate. In addition to operating a crisis-information helpline, 211 also attend community events, and as part of their relationship with SoCalGas, they discuss low-income programs as part of their outreach.

To assist with grassroots outreach in the Pico Union and Westlake Communities of Los Angeles County, SoCalGas works with LIFT LA/Magnolia. Counselors receive regular briefings and materials from SoCalGas. The counselors provide one-on-one counseling to low-income families.



In efforts to reach low-income seniors, SoCalGas works with both Saint Vincent Meals on Wheels (SVMOW) and Saint Barnabas Senior Services (SBSS). SoCalGas sponsors senior computer literacy workshops to encourage computer literacy among seniors and direct those seniors to online resources for the CARE program.

SoCalGas continues to work with Los Angeles Opportunities Industrialization Centers (OIC) (in conjunction with the Los Angeles Public Libraries) to inform students and families in low-income areas about the CARE Program. CARE Outreach sponsors library workshops that include computer training in low-income neighborhoods. Because of SoCalGas' and Los Angeles OIC's mutual interest in bridging the digital divide, the library workshops weave the SoCalGas.com website and sections on customer assistance and CARE into the computer orientation. SoCalGas sponsors six library workshops per month. Spanish is the primary language in the neighborhood; the workshops are conducted in that language. The particular library branches chosen for the workshops are part of a periodic discussion between Los Angeles OIC and SoCalGas.

SoCalGas also works with counselors from Worksite Wellness, a CBO that provides outreach to low-income working families. These counselors visit workplaces in south Los Angeles and neighboring communities.

While informing workers of Medi-CAL eligibility, the counselors also inform the workers of the CARE Program.

SoCalGas continued its relationship with Breathe LA, a grassroots organization that conducts small workshops in vulnerable communities throughout Los Angeles. Although their primary message concerns air quality and lung conditions, they discussed with SoCalGas the overlap of economic and environmental challenges that vulnerable communities face. As a result, their curriculum and small workshops include not only lung information, but information on SoCalGas' low-income programs. The Breathe LA Representatives are bilingual (Spanish/English) and explain the programs in small workshops and distribute applications. They also elicit customer feedback on the programs. The ESA Program is an important component of this training because customers that live in freeway corridors and environmental risk zones are becoming more aware of the advantages of weatherizing a home not only for energy efficiency, but for air quality as well.

SoCalGas also has a partnership with the Mexican American Opportunity Fund (MAOF). MAOF is a social services agency that was founded in 1963. It is committed to improving the socio-economic status of Californians through early child education, child care, youth services, job skills training, financial management, immigration services, and senior

services. MAOF preschools and head start programs in Santa Ana, Santa Paula, and Huntington Park are educating parents on CARE and Customer Assistance Programs at their monthly meetings, and provide brochures at their centers on an ongoing basis.

SoCalGas continues to work with Catholic Charities of Orange County, which hosts CalFresh workshops where SoCalGas distributes materials on its low-income programs. SoCalGas sponsors the monthly CalFresh workshops that Catholic Charities offers. Community members learn about CalFresh and receive assistance in signing up for the program. Because CalFresh is one of the programs that results in the ESA Program and CARE Program enrollment through Categorical Eligibility, SoCalGas attends the event with a bilingual colleague to answer questions and assist in the enrollment process.

Boys & Girls Club of Santa Ana has had a partnership with SoCalGas since September of 2015. Through the Boys & Girls Club of Santa Ana, SoCalGas has been given the opportunity to reach families in Orange County whom need after school enrichment while parents are at work. Many of these children come from low-income families and have a high potential of CARE eligibility.

SoCalGas strengthened its relationship with 211 Orange County (211 OC) by sponsoring a 211 OC Veterans' Portal. The portal launched in November 2015. The driver for the website/portal was to develop a mechanism to assist Orange County's veterans, especially its low-income veterans, to learn about access services. SoCalGas' low-income programs will be prominent parts of the portal. When arriving to the Veteran's Portal, users can click on the SoCalGas logo, which redirects them to the assistance programs page. From there, readers can learn of the different benefits the programs have to offer.

Abrazar is also one of our CBO networks in Orange County. The organization provides information to low-income residents of the community, especially to Spanish and Vietnamese speaking residents. As part of the community programs, Abrazar offers computer literacy education.

In Santa Barbara County, SoCalGas continues work with the Santa Barbara Foodbank to extend awareness of the CARE Program. The Santa Barbara Foodbank discusses CARE in conjunction with its CalFresh Outreach. SoCalGas Outreach staff works with the foodbank on a continuing basis, and also looks for scheduled events to provide added emphasis to the ongoing outreach activities.

Also in Santa Barbara County, SoCalGas continues to work with Unity Shoppe, a CBO that serves families, children, seniors, and persons with disabilities. The store-front facility is located in downtown Santa Barbara and serves approximately 17,000 families per year. Each family meets with a counselor; thus, there is an opportunity for one-on-one discussion of low-income programs.

In Ventura County, SoCalGas works closely with Food Share to extend awareness of the CARE Program. Food Share is the foodbank for Oxnard in Ventura County. Food Share is a very prominent grassroots organization for CalFresh Outreach, which is a way of encouraging enrollment in the CARE Program.

Ventura County has a very large population of indigenous speakers (residents who speak neither English nor Spanish, but who speak various indigenous languages, such as Zapoteco or Mixteco). The Mixteco Indigena Community Organizing Project (MICOP) reports that 20,000 indigenous speakers reside in Ventura County. In order to reach out to these residents and customers, primarily farmworkers and persons with limited English proficiency, SoCalGas has begun to collaborate with MICOP to extend awareness of the CARE Program. MICOP will provide ongoing awareness, and SoCalGas will schedule periodic, sponsored events to highlight the outreach.

### **CARE Direct Mail Activity and Enrollments**

SoCalGas mailed 25,246 applications to new customers deemed likely to be eligible for the CARE program. SoCalGas enrolled 1,385 direct mail/new customer applicants onto the CARE program.

Because of SoCalGas's ongoing concern with customers that fail to recertify, SoCalGas sends emails direct mail applications to customers that were previously on the CARE program and that failed to recertify. During August, SoCalGas mailed 8,346 letters to customers that had failed to renew their CARE eligibility and 400 were enrolled onto the CARE program from direct mail applications.

### **CARE Bill Inserts**

As previously reported, SoCalGas mailed out 2.7 million bill inserts in June to residents customers that were not on the CARE program. The bill inserts contained the updated eligibility guidelines. The bill insert included an application with return postage. During the last month SoCalGas processed 666 bill insert enrollments. (Ongoing enrollments from this bill insert campaign will be reported in future reports.)

### **Outreach by Field Employees**

Field service employees distributed Customer Assistance Programs flyers to customers when entering customer premises. The latest system-wide

distribution of approximately 100,000 flyers to all of the SoCalGas operating bases was completed in the month of August. Throughout the year, CARE Outreach sends out supplemental deliveries to individual bases on an as-requested basis.

### **CARE Mass Media Campaign**

During the month of August, the Customer Assistance Programs Campaign was launched. The CARE Program Campaign will run through early December 2016. The campaign features social media and ads that will drive traffic to the Customer Assistance page on [socalgas.com](http://socalgas.com). These ads will be featured in Los Angeles, San Bernardino, Riverside, and Orange County.

SoCalGas will continue its ongoing advertising contract with Radio Campesina (KMYX, Bakersfield & KUFW, Visalia) to encourage awareness of Customer Assistance Programs, especially among farmworkers with limited English proficiency. The radio spots are short, 30 second Spanish language ads that run several times a day. The relationship with Radio Campesina also includes computer training for the low-income community. Radio Campesina owns low-income housing with computers in the common area. The SoCalGas website and the on-line CARE application are featured parts of the training.

Along with the advertising contract, SoCalGas will pursue its ongoing Spanish-language newspaper ads in Visalia (*Nuestro Tiempo*) and Riverside (*La Prensa Hispana*). In Boyle Heights, SoCalGas sponsors ads with the Casa 0101, a community organization that sponsors theater, youth education, and community engagement. These relationships and advertisements are ongoing.

At the end of August and continuing into September, SoCalGas began a series of ethnic media round tables. The round tables allow local Community-Based Organizations and SoCalGas to discuss low-income outreach in the community. Local ethnic newspapers and local ethnic television cover the round tables and assist in providing awareness of low-income programs. A summary of these round tables will be reported in subsequent monthly reports.

### **Disability Outreach**

SoCalGas has a link on the website of the California Council of the blind. The link takes the visitor to the SoCalGas website, specifically the section on CARE. The SoCalGas website is an Americans with Disabilities Act compliant website. Customers with visual impairments can use their assistive technology programs to navigate throughout the SoCalGas website as well as our Customer Assistant Program pages.



SoCalGas also has an ongoing relationship with the Westside Center for Independent Living (WCIL). This organization strives to help persons with disabilities to stay in their homes and “live independently;” as part of their assessments and consultations, WCIL discusses and explains SoCalGas’ low-income programs. In addition, as part of the computer training that this organization provides, the SoCalGas website is used as part of the training; hence, the trainee is guided into learning about programs via visiting the website.

SoCalGas continues to work with Fiesta Educativa, an organization that focuses on helping Latino families that have family members with special needs. This organization performs disability outreach and community events in Los Angeles, Riverside, San Bernardino, and Orange Counties.

In addition, SoCalGas continues to employ a cultural ambassador who serves as a liaison to the community regarding accessibility and low-income programs. The employee attends sessions of small and medium groups, and discusses SoCalGas’s low-income programs and the various ways to access information through the website. The employee has also been mentoring a community of college-age Latino students, primarily in Boyle Heights and East Los Angeles regarding assistive technology. In turn, the students have been providing feedback on SoCalGas’ assistance

programs, and how to continue grassroots efforts to enhance awareness of these programs.

#### **2.2.2 Describe the efforts taken to reach and coordinate the CARE program with other related programs to reach eligible customers.**

To ensure new CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison (SCE) and San Diego Gas & Electric. During the month of August, 6,134 customers were enrolled in SoCalGas' CARE Program as a result of inter-utility data sharing activities. Additionally, CARE shares data with internal programs such as SoCalGas' ESA Program and the Gas Assistance Fund. Intra-utility efforts in August, generated 1,857 CARE enrollments. Coordinating the CARE Program with other related low-income programs not only results in supporting program participation rates, it also helps increase Post Enrollment Verification (PEV) activities when customer information is shared with programs such as the Low Income Home Energy Assistance Program (LIHEAP). Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their "pre-enrollment verification" is used by SoCalGas to meet CARE's PEV requirements. As a result of leveraging activities during August, 355 LIHEAP customers were enrolled in SoCalGas' CARE Program.

### **2.3 CARE Recertification Complaints**

There was no recertification complaints in the month of August.

**3. APPENDIX: ENERGY SAVINGS ASSISTANCE PROGRAM TABLES AND CARE TABLES**

**ESA Program** - Table 1- Program Expenses

**ESA Program** - Table 2- Program Expenses & Energy Savings by Measures Installed

**ESA Program** - Table 3- Average Bill Savings per Treated Home

**ESA Program** - Table 4a- Homes Treated

**ESA Program** - Table 4b- Homes Unwilling/Unable to Participate

**ESA Program** - Table 5- Program Customer Summary

**ESA Program** - Table 6- Expenditures for Pilots and Studies

**CARE** - Table 1- CARE Overall Program Expenses

**CARE** - Table 2- CARE Enrollment, Recertification, Attrition, and Penetration

**CARE** - Table 3a- CARE Post-Enrollment Verification Results (Model)

**CARE** - Table 3b- CARE Post-Enrollment Verification Results (High Usage)

**CARE** - Table 4- Self Certification and Re-Certification

**CARE** - Table 5- Enrollment by County

**CARE** - Table 6- Recertification Results

**CARE** - Table 7- Capitation Contractors

**CARE** - Table 8- Participants as of Month End

**CARE** - Table 9- Expenditures for the CHANGES Pilot

**CARE** - Table 10- CHANGES Individual Customer Assistance

**CARE** - Table 11- CHANGES Group Customer Assistance

#### 4. EMERGENCY RESPONSE UPDATE

**Table 1: Intensified ESA Activity in the Impacted Area Pursuant to D.16-04-040**

<b>Reporting Month/Year - August 2016</b>	
1. Total Homes Eligible: <b>1,387,132</b>	
2. Total Homes Treated: <b>1,503<sup>4</sup></b>	
2a. Homes deemed eligible and treated due to suspension of “3MM” Rule: <b>138</b>	
2b. Homes deemed eligible and treated due to suspension of “Go-Back” Rule: <b>1,365</b>	
3. Percent of treated homes prioritized due to “High Usage”: <b>4%</b>	
4. Percent of treated “Multi-Family” units prioritized: <b>44%</b>	
5. Percent of homes jointly treated by SCE and SoCalGas: <b>58%</b>	
6. Average Per Home Savings for Homes Treated as a result of suspended program rules: <b>13</b>	
<b>7. Installed Measures by SoCalGas</b>	<b>8. Installed Measures by SCE</b>
HE Clothes Washers: <b>10</b> Water Heater Blankets: <b>29</b> Low Flow Showerheads: <b>1,694</b> Water Heater Pipe Insulation: <b>21</b> Faucet Aerator: <b>2,517</b> Thermostatic Shower Valve: <b>1,548</b> Air Sealing/Envelope: <b>1,166 Homes</b> Attic Insulation: <b>29 Homes</b> Duct Testing & Sealing: <b>4</b> Furnace Clean & Tune: <b>532</b>	CFLs: Fluorescent Torchiere Lamps: Smart Power Strips: Energy Education: Refrigerator Replacement: Room A/C Replacement: Evaporative Cooler Installation: Pool Pump Replacement:
Therms saved: <b>20,175</b>	kWh saved:
Total Expenses: <b>\$279,988<sup>5</sup></b>	Total Expenses:

<sup>4</sup> D.16-04-040 authorized the suspension of the three-measure minimum (3MM) and go-back rules within a specified geographic region herein termed the Rules-Suspended Area (RSA). SoCalGas considers “intensified” activity to refer to enrollments, and the corresponding delivery of in-home services, under suspended rules, as opposed to the ongoing enrollment of homes within the RSA that were already authorized under the existing rules prior to D.16-04-040.

As reported in this “Intensified ESA Activity...” table, “Total Homes Treated” reflects paid units involving the rules suspensions specifically authorized in D.16-04-040, and all figures within the table correspond to this set of units. SoCalGas reports measures, enrollments, and other detailed ESA program activity information in its monthly reports on a paid basis only. The process of enrollment through payment can take several days to several weeks, resulting in a lag between the time work is completed and when it is reflected in reporting.

9. SCE and SoCalGas are to prioritize near-term electric and natural gas savings respectively.

- a. Which measures have been identified as providing the highest near-term savings, and how are they being prioritized?

SoCalGas has identified the following measures as providing the highest near term gas savings: HE Washer, Pilot Retrofit Kit and Water Heater Repair or Replacement to correct leaks. Attic insulation is also a high gas saving measure in the winter but will also provide electric savings in the summer. Finally, furnace clean and tune is a high energy savings measure that will provide savings mainly in the winter. SoCalGas is prioritizing these high saving measures by guiding contractors towards customers with the highest potential for these measures.

10. SCE and SoCalGas should target a minimum average energy savings increase of 10 percent in the affected region as compared to pre-emergency savings for the duration of the emergency time period.

- a. Please provide your methodology for establishing pre-emergency baselines and comparing average energy savings achieved in the affected regions indicate and whether any automated measurement and verification tools are being utilized or considered.

In 2015, SoCalGas installed measures providing total first year energy savings of 670,537 therms in the RSA for an average of 55,878 therms per month of program operation. For comparison relative to the 10% total energy savings increase target, 2015 output provides a reasonable baseline in terms of a complete year with population parameters and program output relatively most similar to the experience so far in 2016. The most effective comparisons given the variability of monthly output would be current month RSA savings compared against 2015 average monthly savings, as well as total RSA savings since the issuance of D.16-04-040 compared against average 2015 savings for the corresponding portion of the year.

SoCalGas has begun to investigate the feasibility of using internal and/or third party measurement and verification tools.

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<sup>5</sup> Measure costs only.

- b. Please also discuss your progress in achieving the 10 percent savings increase.

Energy savings installed in the RSA paid through August, 2016 have been 343,580 therms compared with 414,573 therms for the first eight months of 2015, a 17% decline driven primarily by lower treated unit delivery throughout the service territory in 2016 compared with 2015. Total installed energy savings in the 4-month period since the issuance of D.16-04-040 were 195,360 therms, or 13% below a three-month average for 2015.

- 11. SCE's and SoCalGas' suspension of the "3MM" and "Go-Back" rules should help capture significant savings of at least 4 and 3 percent respectively on average.

- a. Please provide your methodology for calculating average kWhs saved for homes made eligible through the aforementioned rule-suspensions and indicate whether any automated measurement and verification tools are being utilized or considered.

SoCalGas proposes to calculate delivered energy savings using the existing methodology for energy savings calculations in its monthly reports which relies on the most recent Impact Evaluation study figures. For baseline comparison relative to the 3% per-home target, SoCalGas proposes to assume average per-home usage 321 therms per year, which is the average energy usage for CARE customers in the RSA, calculated in an identical manner to the number reported for SoCalGas' entire service territory in its 2015 Low Income Annual Report.

In treating 1,503 units under go-back and 3MM rules suspension paid through August, 2016, SoCalGas installed measures with total first year energy savings of 20,175 therms, or 4.2% of average usage per home, which meets the target 3%.

As stated at #10a above, SoCalGas has begun to investigate the feasibility of using internal and/or third party measurement and verification tools.

- 12. SCE and SoCalGas should provide the treatment of the most energy-intensive single- and multi-family properties and target high energy using households first.

- a. Please explain your strategy and progress identifying and targeting multi-family and high-usage homes.

SoCalGas has targeted its highest energy users within the Aliso Canyon Rules suspended area with a direct mail campaign. Targeted customers were those customers who were 400% or more over baseline usage. This campaign was

set-up in August, and deployed September first. SoCalGas will deploy a follow-up email campaign for non-responders.

SoCalGas has engaged large portfolio owners through its multifamily single point of contact, to increase awareness of intensification efforts and new Energy Savings Assistance Program participation opportunities.

13. SCE and SoCalGas are to leverage program offerings outside of the ESA Program portfolio that could also achieve energy savings (such as demand response or deployment of solar thermal water heaters).

- a. Please discuss your strategy for encouraging customer participation in other demand response programs.

As noted above, SoCalGas employs a single point of contact to leverage multiple programs for building owners, beyond the Energy Savings Assistance Program.

Additionally, On August 20<sup>th</sup> SoCalGas' Energy Savings Assistance Program participated in a East Los Angeles event "Eastside Sol" along with its Solar Water Heater Program. The event was an opportunity to educate residents about energy savings and alternatives, and included representatives from City Plants, Grid Alternatives, the US Green Building Council, and more.

Furthermore, in August, SoCalGas engaged with CBOs who support CARE and Energy Savings Assistance Program Awareness to also promote summertime conservation efforts. 211 of Orange County, 211 of Los Angeles, MICOP in Ventura County, Casa 0101, Breath LA, and Worksite Wellness, all posted conservation information from the Energy Providers of Southern California with links to [CONSERVEENERGYSOCAL.COM](http://CONSERVEENERGYSOCAL.COM).

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	August 2016												
4		Authorized Budget <sup>1</sup>			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	Appliances	N/A	\$ 17,785,151	\$ 17,785,151	N/A	\$ 137,301	\$ 137,301	N/A	\$ 2,737,966	\$ 2,737,966	N/A	15.39%	15.39%
8	Domestic Hot Water	N/A	\$ 16,843,374	\$ 16,843,374	N/A	\$ 632,433	\$ 632,433	N/A	\$ 4,948,655	\$ 4,948,655	N/A	29.38%	29.38%
9	Enclosure	N/A	\$ 41,983,756	\$ 41,983,756	N/A	\$ 1,224,764	\$ 1,224,764	N/A	\$ 9,261,082	\$ 9,261,082	N/A	22.06%	22.06%
10	HVAC	N/A	\$ 19,210,885	\$ 19,210,885	N/A	\$ 520,140	\$ 520,140	N/A	\$ 4,211,054	\$ 4,211,054	N/A	21.92%	21.92%
11	Maintenance	N/A	\$ 2,128,846	\$ 2,128,846	N/A	\$ 87,381	\$ 87,381	N/A	\$ 662,144	\$ 662,144	N/A	31.10%	31.10%
12	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
13	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
14	Customer Enrollment	N/A	\$ 20,834,354	\$ 20,834,354	N/A	\$ 743,271	\$ 743,271	N/A	\$ 5,600,893	\$ 5,600,893	N/A	26.88%	26.88%
15	In Home Education	N/A	\$ 2,531,192	\$ 2,531,192	N/A	\$ 46,785	\$ 46,785	N/A	\$ 629,764	\$ 629,764	N/A	24.88%	24.88%
16	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
17	Energy Efficiency TOTAL	N/A	\$ 121,317,558	\$ 121,317,558	N/A	\$ 3,392,075	\$ 3,392,075	N/A	\$ 28,051,557	\$ 28,051,557	N/A	23.12%	23.12%
18													
19	Training Center	N/A	\$ 681,105	\$ 681,105	N/A	\$ 31,539	\$ 31,539	N/A	\$ 199,336	\$ 199,336	N/A	29.27%	29.27%
20	Inspections	N/A	\$ 3,361,051	\$ 3,361,051	N/A	\$ 94,314	\$ 94,314	N/A	\$ 753,622	\$ 753,622	N/A	22.42%	22.42%
21	Marketing and Outreach	N/A	\$ 1,198,436	\$ 1,198,436	N/A	\$ 46,895	\$ 46,895	N/A	\$ 805,312	\$ 805,312	N/A	67.20%	67.20%
22	Statewide Marketing Education and Outreach	N/A	\$ 100,000	\$ 100,000	N/A		\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
23	Measurement and Evaluation Studies	N/A	\$ 91,667	\$ 91,667	N/A		\$ -	N/A	\$ -	\$ -	N/A	0.00%	0.00%
24	Regulatory Compliance	N/A	\$ 295,333	\$ 295,333	N/A	\$ 26,046	\$ 26,046	N/A	\$ 200,234	\$ 200,234	N/A	67.80%	67.80%
25	General Administration	N/A	\$ 5,286,041	\$ 5,286,041	N/A	\$ 512,713	\$ 512,713	N/A	\$ 2,968,041	\$ 2,968,041	N/A	56.15%	56.15%
26	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 1,179	\$ 1,179	N/A	\$ 12,644	\$ 12,644	N/A	14.70%	14.70%
27													
28	TOTAL PROGRAM COSTS	N/A	\$ 132,417,191	\$ 132,417,191	N/A	\$ 4,104,760	\$ 4,104,760	N/A	\$ 32,990,746	\$ 32,990,746	N/A	24.91%	24.91%
29	Funded Outside of ESA Program Budget												
30	Indirect Costs				N/A	\$ 223,260	\$ 223,260	N/A	\$ 1,427,494	\$ 1,427,494			
31	NGAT Costs					\$ 99,923	\$ 99,923		\$ 790,908	\$ 790,908			
32													
33	<sup>1</sup> Pursuant to D.15-12-024 and D16-06-018, budgets have been updated to reflect Jan 2016 - Dec 2016 full year budget, which was based of the Phase II Decision authorized 2014 budget amounts per D. 14-08-030. Does not include funds shifted from previous years and/or prior program cycles. This includes \$1,046,575 in the Appliance category related to Phase II D.14-08-030 authorized Carry Back Funding line item amount allocated as such.												
34	Note: In January 2016, a manual adjustment was made to exclude a net accrual/reversal credit amount of (\$583,525.66) for ESA Program contractor measure costs related to 2015 activities. This amount is reflected and incorporated as part of the 2015 costs in the annual report.												
35	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												



	A	B	C	D	E	F	G	H
1	Energy Savings Assistance Program Table 2							
2	Program Expenses & Energy Savings by Measures Installed							
3	Southern California Gas Company							
4	August 2016							
5	Measures	Units	Year-To-Date Completed & Expensed Installation					
6			Quantity Installed	kWh <sup>1</sup> (Annual)	kW <sup>2</sup> (Annual)	Therms (Annual)	Expenses <sup>3</sup> (\$)	% of Expenditure
7	Appliances							
8	High Efficiency Clothes Washer	Each	4,124			127,349	3,212,682	11.44%
9	Refrigerators	Each						
10	Microwaves <sup>4</sup>	Each						
11	Domestic Hot Water							
12	Water Heater Blanket	Home	1,300			5,161	73,045	0.26%
13	Low Flow Shower Head	Home	33,730			102,169	1,594,758	5.68%
14	Water Heater Pipe Insulation	Home	806			1,514	19,086	0.07%
15	Faucet Aerator	Home	32,282			123,159	572,788	2.04%
16	Water Heater Repair/Replacement	Each	540			1,887	770,855	2.75%
17	Thermostatic Shower Valve	Each	43,649			117,206	1,953,683	6.96%
18	Enclosure							
19	Air Sealing / Envelope	Home	27,008			107,428	6,506,236	23.17%
20	Attic Insulation	Home	2,226			59,273	2,765,568	9.85%
21	HVAC							
22	FAU Standing Pilot Conversion	Each	25			1,050	9,370	0.03%
23	Furnace Repair/Replacement	Each	2,861			0	3,618,925	12.89%
24	Room A/C Replacement	Each						
25	Central A/C replacement	Each						
26	Heat Pump Replacement	Each						
27	Evaporative Cooler (Replacement)	Each						
28	Evaporative Cooler (Installation)	Each						
29	Duct Testing and Sealing	Home	714			10,954	582,399	2.07%
30	Maintenance							
31	Furnace Clean and Tune	Home	11,803			84,627	662,144	2.36%
32	Central A/C Tune up	Home						
33	Lighting							
34	Compact Fluorescent Lights (CFL)	Each						
35	Interior Hard wired CFL fixtures	Each						
36	Exterior Hard wired CFL fixtures	Each						
37	Torchiere	Each						
38	Occupancy Sensor	Each						
39	LED Night Lights	Each						
40	Miscellaneous							
41	Pool Pumps	Each						
42	Smart Power Strips	Each						
43	New Measures							
44								
45	Pilots							
46								
47	Customer Enrollment							
48	Outreach & Assessment	Home	36,535				5,388,183	19.19%
49	In-Home Education <sup>6</sup>	Home	23,123				346,103	1.23%
50								
51	Total Savings/Expenditures					741,777	\$28,075,824	
52								
53	Households Weatherized <sup>7</sup>		38,849					
54								
55	Households Treated							
56	- Single Family Households Treated	Home	24,787					
57	- Multi-family Households Treated	Home	9,645					
58	- Mobile Homes Treated	Home	2,103					
59	Total Number of Households Treated	Home	36,535					
60	# Eligible Households to be Treated for PY <sup>8</sup>	Home	136,836					
61	% of Households Treated	%	27%					
62	- Master-Meter Households Treated	Home	4,584					
63								
64	<sup>1</sup> All savings are calculated based on the following sources:							
65	ECONorthwest. "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report."							
66	<sup>2</sup> Costs exclude support costs that are included in Table 1.							
67	<sup>3</sup> The Total Savings/Expenditures amount does not include credits, expenses, or required adjustments for this period in various IO's.							
68	<sup>4</sup> Microwave savings are from ECONorthWest Studies received in December of 2011.							
69	<sup>5</sup> Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.							
70	<sup>6</sup> SoCalGas notes that energy education for certain dwellings is provided by ESA Program of overlapping electric utility provider, and are thus not reflected in SoCalGas figures.							
71	<sup>7</sup> Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs.							
72	<sup>8</sup> Based on Attachment H of D.12-08-044.							
73	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B
1	<b>Energy Savings Assistance Program Table 3 - Average Bill Savings per Treated Home Southern California Gas Company August 2016</b>	
2		
3		
4		
5	Annual kWh Savings	N/A
6	Annual Therm Savings	741,777
7	Lifecycle kWh Savings	N/A
8	Lifecycle Therm Savings	7,877,195
9	Current kWh Rate	N/A
10	Current Therm Rate	0.57
11	Number of Treated Households	36,535
12	Average 1st Year Bill Savings / Treated households	11.57
13	Average Lifecycle Bill Savings / Treated Household	\$102.50
14	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	
15		

	A	B	C	D	E	F	G
1	<b>Energy Savings Assistance Program Table 4a - Energy Savings Assistance Program Homes Treated Southern California Gas Company August 2016</b>						
2							
3							
4		<b>Eligible Households</b>			<b>Households Treated YTD</b>		
5	<b>County</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
6	Fresno	21	11,712	11,733	0	161	161
7	Imperial	18,396	1	18,397	828	0	828
8	Kern	30,039	13,808	43,847	739	392	1,131
9	Kings	15,625	16	15,641	421	0	421
10	Los Angeles	2,784	1,160,996	1,163,780	27	18,110	18,137
11	Orange	7	256,213	256,220	0	3,112	3,112
12	Riverside	143,257	119,834	263,091	3,108	3,066	6,174
13	San Bernardino	1,046	184,141	185,187	14	3,912	3,926
14	San Luis Obispo	19,009	11,100	30,109	457	148	605
15	Santa Barbara	1,313	43,130	44,443	4	519	523
16	Tulare	50,779	12,142	62,921	699	161	860
17	Ventura	2,396	60,358	62,754	0	657	657
18	<b>Total</b>	<b>284,672</b>	<b>1,873,451</b>	<b>2,158,123</b>	<b>6,297</b>	<b>30,238</b>	<b>36,535</b>
19							
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	<b>Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate</b> <b>Southern California Gas Company</b> <b>August 2016</b>								
2									
3									
4									
	Reason Provided								
5	County	Customer Declined Program Measures or is Non-Responsive	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Insufficient feasible Measures	Ineligible Dwelling - Prior Program Participation	Household Income Exceeds Allowable Limits	Unable to Provide Required Documentation	Other
6	Fresno	5	23	0	0	0	0	0	0
7	Imperial	673	0	0	36	0	117	6	35
8	Kern	24	0	0	1	0	2	0	1
9	Kings	9	0	0	0	0	4	0	0
10	Los Angeles	1,678	9	0	137	25	428	169	100
11	Orange	555	0	0	50	16	123	53	18
12	Riverside	1,626	1	0	24	3	386	92	147
13	San Bernardino	741	1	0	8	0	113	48	46
14	San Luis Obispo	14	0	0	4	0	7	0	3
15	Santa Barbara	1	0	0	1	2	2	0	1
16	Tulare	51	0	0	0	1	0	0	1
17	Ventura	120	0	0	2	24	11	2	4
18	<b>Total</b>	<b>5,497</b>	<b>34</b>	<b>-</b>	<b>263</b>	<b>71</b>	<b>1,193</b>	<b>370</b>	<b>356</b>
19									
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																
2	Southern California Gas Company																
3	August 2016																
4	2016	Gas & Electric				Gas Only				Electric Only				Total			
5		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
6			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
7	January	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	February	4,307	87,864	0	0	4,307	87,864	0	0	0	0	0	0	4,307	87,864	0	0
9	March	5,056	95,622	0	0	5,056	95,622	0	0	0	0	0	0	5,056	95,622	0	0
10	April	7,254	113,888	0	0	7,254	113,888	0	0	0	0	0	0	7,254	113,888	0	0
11	May	6,027	118,149	0	0	6,027	118,149	0	0	0	0	0	0	6,027	118,149	0	0
12	June	3,008	67,756	0	0	3,008	67,756	0	0	0	0	0	0	3,008	67,756	0	0
13	July	6,113	66,268	0	0	6,113	66,268	0	0	0	0	0	0	6,113	66,267	0	0
14	August	4,770	192,231	0	0	4,770	192,231	0	0	0	0	0	0	4,770	192,231	0	0
15	September																
16	October																
17	November																
18	December																
19	Total	36,535	741,778	0	0	36,535	741,778	0	0	0	0	0	0	36,535	741,777	0	0
20																	
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies</b> <b>Southern California Gas Company</b> <b>August 2016</b>												
2													
3													
4		Authorized 3-Year Budget <sup>1</sup>			Current Month Expenses			Expenses Since Jan. 1, 2015			% of 3-Year Budget Expended		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	<b>Pilots</b>												
7	none	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	-	-
8	<b>Studies</b>												
9	Impact Evaluation	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	-	-
10	Needs Assessment	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	-	-
11	Energy Education	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	-	-
12	Multifamily	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	-	-
13	<b>Total Studies</b>	N/A	\$ -	\$ -	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	<b>\$ -</b>	<b>\$ -</b>	<b>N/A</b>	-	-
14													
15	<sup>1</sup> The Measurement & Evaluation Studies budget of \$45,834 shown in ESA table 1 is a placeholder budget based on adopted 2014 budget. Currently, no budget has been determined and allocated to specific M&E studies for 2016 bridge budget.												
16	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>August 2016</b>												
4		<b>Authorized Budget <sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
5	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Outreach	\$ -	\$ 3,750,223	\$ 3,750,223	\$ -	\$ 208,720	\$ 208,720	\$ -	\$ 2,545,229	\$ 2,545,229	N/A	67.87%	67.87%
7	Processing / Certification Re-	\$ -	\$ 4,488,248	\$ 4,488,248	\$ -	\$ 65,270	\$ 65,270	\$ -	\$ 702,777	\$ 702,777	N/A	15.66%	15.66%
8	certification	\$ -	\$ 3,744,000	\$ 3,744,000	\$ -	\$ 15,302	\$ 15,302	\$ -	\$ 121,724	\$ 121,724	N/A	3.25%	3.25%
9	Post Enrollment Verification	\$ -	\$ 2,937,450	\$ 2,937,450	\$ -	\$ 35,729	\$ 35,729	\$ -	\$ 274,103	\$ 274,103	N/A	9.33%	9.33%
10	IT Programming	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	0.00%	0.00%
11	Cooling Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	0.00%	0.00%
12	Pilots <sup>2</sup>	\$ -	\$ 325,000	\$ 325,000	\$ -	\$ -	\$ -	\$ -	\$ 120,880	\$ 120,880	N/A	37.19%	37.19%
13													
14	Measurement and Evaluation	\$ -	\$ 18,659	\$ 18,659	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	N/A	0.00%	0.00%
15	Regulatory Compliance	\$ -	\$ 242,507	\$ 242,507	\$ -	\$ 32,657	\$ 32,657	\$ -	\$ 236,616	\$ 236,616	N/A	97.57%	97.57%
16	General Administration	\$ -	\$ 943,426	\$ 943,426	\$ -	\$ 70,894	\$ 70,894	\$ -	\$ 484,889	\$ 484,889	N/A	51.40%	51.40%
17	CPUC Energy Division	\$ -	\$ 60,000	\$ 60,000	\$ -	\$ 2,752	\$ 2,752	\$ -	\$ 29,503	\$ 29,503	N/A	49.17%	49.17%
18													
19	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 16,509,513	\$ 16,509,513	\$ -	\$ 431,323	\$ 431,323	\$ -	\$ 4,515,721	\$ 4,515,721	N/A	27.35%	27.35%
20													
21	CARE Rate Discount	\$ -	\$ 131,142,177	\$ 131,142,177	\$ -	\$ 5,971,628	\$ 5,971,628	\$ -	\$ 70,165,116	\$ 70,165,116	N/A	53.50%	53.50%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ -	\$ 147,651,690	\$ 147,651,690	\$ -	\$ 6,402,951	\$ 6,402,951	\$ -	\$ 74,680,837	\$ 74,680,837	N/A	50.58%	50.58%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$ 547,258	\$ 547,258	\$ -	\$ 8,261,853	\$ 8,261,853			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$ 547,258	\$ 547,258	\$ -	\$ 8,261,853	\$ 8,261,853			
31													
32	Indirect Costs				\$ -	\$ 96,556	\$ 96,556	\$ -	\$ 787,327	\$ 787,327			
33													
34	<sup>1</sup> Pursuant to D.15-12-024 and D16-06-018, budgets have been updated to reflect Jan 2016 - Dec 2016 full year budget, which was based of the Phase II Decision authorized 2014 budget amounts per D. 14-08-030.												
35	<sup>2</sup> Pursuant to D.15-12-047 Pilot budgets have been updated to reflect an increased amount over and above amounts stated in D.14-08-030.												
36	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												





	A	B	C	D	E	F	G	H	I
1	CARE Table 3A - Post-Enrollment Verification Results (Model)								
2	Southern California Gas Company								
3	August 2016								
4	2016	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) <sup>1</sup>	Total Households De-enrolled <sup>2</sup>	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
5	January	1,545,123	2,790	0.18%	1,693	137	1,830	66%	0.12%
6	February	1,554,011	1,931	0.12%	280	84	364	19%	0.02%
7	March	1,560,233	3,219	0.21%	1,338	135	1,473	46%	0.09%
8	April	1,549,272	2,729	0.18%	4	101	105	4%	0.01%
9	May	1,559,908	2,691	0.17%	6	87	93	3%	0.01%
10	June	1,567,093	4,089	0.26%	8	85	93	2%	0.01%
11	July	1,571,892	3,515	0.22%	2	14	16	0%	0.00%
12	August	1,569,802	2,605	0.17%	1	19	20	1%	0.00%
13	September								
14	October								
15	November								
16	December								
17	YTD Total	1,569,802	23,569	1.50%	3,332	662	3,994	16.95%	0.25%
18									
19	<sup>1</sup> Includes customers verified as over income or who requested to be de-enrolled.								
20	<sup>2</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
22									
23	CARE Table 3B Post-Enrollment Verification Results (High Usage)								
24	not applicable to SoCalGas								
25	2016	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) <sup>1</sup>	Total Households De-enrolled <sup>2</sup>	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
26	January								
27	February								
28	March								
29	April								
30	May								
31	June								
32	July								
33	August								
34	September								
35	October								
36	November								
37	December								
38	YTD Total	0	0	0.00%	0	0	0	0.00%	0.00%
39									
40	<sup>1</sup> Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.								
41	<sup>2</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
42	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								



	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5 - Enrollment by County</b> <b>Southern California Gas Company</b> <b>August 2016</b>									
2										
3										
4	County	Estimated Eligible			Total Participants			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	11,868	22	11,890	10,935	20	10,955	92.14%	91.72%	92.14%
7	Imperial	0	18,024	18,024	1	14,462	14,463	N/A	80.24%	80.24%
8	Kern	13,180	29,720	42,901	10,136	26,850	36,986	76.90%	90.34%	86.21%
9	Kings	16	15,669	15,685	18	13,832	13,850	109.97%	88.28%	88.30%
10	Los Angeles	994,663	2,774	997,437	837,294	1,007	838,301	84.18%	36.31%	84.05%
11	Orange	213,287	7	213,295	148,477	14	148,491	69.61%	192.98%	69.62%
12	Riverside	111,246	133,896	245,142	89,276	113,090	202,366	80.25%	84.46%	82.55%
13	San Bernardino	174,969	1,066	176,034	157,569	842	158,411	90.06%	79.02%	89.99%
14	San Luis Obispo	9,219	17,251	26,470	3,666	11,191	14,857	39.77%	64.87%	56.13%
15	Santa Barbara	39,355	1,300	40,654	26,353	514	26,867	66.96%	39.55%	66.09%
16	Tulare	11,796	48,023	59,820	11,354	46,930	58,284	96.25%	97.72%	97.43%
17	Ventura	58,439	2,190	60,630	44,615	1,356	45,971	76.34%	61.91%	75.82%
18	<b>Total</b>	<b>1,638,039</b>	<b>269,942</b>	<b>1,907,982</b>	<b>1,339,694</b>	<b>230,108</b>	<b>1,569,802</b>	<b>81.79%</b>	<b>85.24%</b>	<b>82.28%</b>
19										
20	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results</b> <b>Southern California Gas Company</b> <b>August 2016</b>							
2								
3								
4	<b>2016</b>	<b>Total CARE Households</b>	<b>Households Requested to Recertify</b>	<b>% of Households Total (C/B)</b>	<b>Households Recertified</b>	<b>Households De-enrolled</b>	<b>Recertification Rate % (E/C)</b>	<b>% of Total Households De-enrolled (F/B)</b>
5	January	1,545,123	21,145	1.37%	13,065	9,163	61.79%	0.59%
6	February	1,554,011	26,795	1.72%	19,282	11,035	71.96%	0.71%
7	March	1,560,233	23,427	1.50%	16,884	7,256	72.07%	0.47%
8	April	1,549,272	27,724	1.79%	15,944	522	57.51%	0.03%
9	May	1,559,908	22,375	1.43%	8,986	346	40.16%	0.02%
10	June	1,567,093	22,294	1.42%	2,643	93	11.86%	0.01%
11	July	1,571,892	26,938	1.71%	2,248	80	8.35%	0.01%
12	August	1,569,802	30,360	1.93%	3,576	112	11.78%	0.01%
13	September							
14	October							
15	November							
16	December							
17	<b>YTD</b>	<b>1,569,802</b>	<b>201,058</b>	<b>12.81%</b>	<b>82,628</b>	<b>28,607</b>	<b>41.10%</b>	<b>1.82%</b>
18								
19	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	<b>CARE Table 7 - Capitation Contractors</b> <b>Southern California Gas Company</b> <b>August 2016</b>						
2							
3							
4		Contractor Type				Year-to-Date	
5		Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
6	Contractor Name <sup>1</sup>						
7	Community Action Partnership of Orange County		X	X	X	0	0
8	ELA Communications Energy ED Program		X			0	0
9	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
10	Proteus, Inc.		X			0	0
11	Community Pantry of Hemet		X			0	0
12	Community Action Partnership of San Bernardino		X		X	0	0
13	LA Works		X			0	0
14	Children’s Hospital of Orange County		X			0	0
15	The Companion Line		X			0	0
16	Across Amer Foundation		X			0	0
17	All Peoples Christian Center		X			0	0
18	LA County 211		X			0	0
19	YMCA Montebello-Commerce		X			0	0
20	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
21	Coachella Valley Housing Coalition		X			0	0
22	HABBM		X			0	0
23	Second Harvest Food Bank of Orange County		X			0	0
24	Southeast Community Development Corp.		X			0	0
25	Latino Resource Organization		X			0	0
26	Independent Living Center of Southern California		X			0	0
27	Community Action Partnership - Kern County		X			0	0
28	El Concilio del Condado de Ventura		X			0	0
29	Ventura Cnty Comm Human		X			0	0
30	Blessed Sacrament Church		X			0	0
31	Starbright Management Services		X			0	0
32	Hermanidad Mexicana		X			0	0
33	CSET		X			0	0
34	Crest Forest Family and Community Service		X			0	0
35	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
36	Veterans in Community Service		X	X	X	0	0
37	Chinatown Service Center		X			0	0
38	Koreatown Youth and Community Center		X			0	0
39	MEND		X			0	0
40	Armenian Relief Society		X			0	0
41	Catholic Charities of LA – Brownson House		X			0	0
42	BroadSpectrum		X			0	0
43	OCCC, Inc. (Orange County Community Center)		X			0	0
44	Green Light Shipping	X				0	0
45	APAC Service Center		X			0	2
46	Visalia Emergency Aid Council		X			0	0
47	<b>Total Enrollments</b>					<b>0</b>	<b>2</b>
48	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						



	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Program Table 9 - Expenditures for CHANGES Pilot</b> <b>Southern California Gas Company</b> <b>August 2016</b>												
2													
3													
4		<b>Authorized Budget <sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Expenses Since Jan. 1, 2016</b>			<b>% of 2016 Budget Expensed</b>		
5		<b>Total</b>			<b>Total</b>			<b>Total</b>			<b>Total</b>		
6	<b>Pilots</b>												
7	CHANGES	\$325,000			\$0			\$120,880			37.19%		
8	Total Pilots	\$325,000			\$0			\$120,880			37.19%		
9													
10	<sup>1</sup> Pursuant to D.15-12-047 Pilot budgets have been updated to reflect an increased amount over and above amounts stated in D.14-08-030.												
11	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

**CARE Table 10 CHANGES One-on-One Customer Assistance Sessions**

Southern California Gas Company

(Provide Cumulative Data from January 2016 - end of Reporting Month)

All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities

Date	CHANGES Participants' Self-Identified language of preference	Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	If on CARE, Enter How Initially Enrolled		Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU			Customer Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs.		Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs.			Calls to Dedicated 800 # Recorded by IOU	
			1 = Yes 0 = No	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll-Free Number Used		#	Dedicated Toll-Free Number Used		
									1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No		Reason 800 # Not Used
2016-07-26	Spanish		1	Data Sharing with SCE	0	N/A	0		0	Meeting with client.				
2016-07-26	English		1	SoCalGas Call Center	0	N/A	0		0	Meeting with client.				
2016-07-11	Spanish		0		0	N/A	0		1					
2016-07-27	Spanish		1	SoCalGas Website	0	N/A	0		0	Meeting with client.				
2016-07-20	English		1	SoCalGas Branch Office	0	N/A	0		1					
2016-07-18	Spanish		0		0	N/A	0		1					
2016-07-19	Korean		n/a	Not SoCalGas customer	0	N/A	0		0	Meeting with client.				
2016-07-18	Korean		n/a	Not SoCalGas customer	0	N/A	0		0	Meeting with client.				
2016-07-14	English		n/a	Not SoCalGas customer	0	N/A	0		0	Meeting with client.				
2016-07-14	Korean		n/a	Not SoCalGas customer	0	N/A	0		0	Meeting with client.				
2016-07-14	Korean		1	SoCalGas Direct Mailing	0	N/A	0		0	Meeting with client.				
2016-06-15	Korean		1	SoCalGas Call Center	0	N/A	0		0	Meeting with client.				
Current Month Total			6		0	0	0	0						22
Year-to-Date Total			138		0	0	0	0						161

<sup>1</sup> Enrollment may occur in the subsequent month to the contact during to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit. The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I. Detailed information for Column C available through table provided by SHE organization.

<sup>2</sup> Table reflects new monthly activity and may include information from prior months not previously reported.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.



	A	B	C	D	E	F	G
1	<b>CARE Table 11 - CHANGES Group Customer Assistance Sessions<sup>2</sup></b>						
2	<b>Southern California Gas Company</b>						
3	<b>Reporting Period July 1, 2016 through July 31, 2016</b>						
4	<b>Date</b>	<b>Session Language</b>	<b>Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)</b>	<b>Session Logistics</b>			
5				<b># of Sessions</b>	<b>Length <sup>1</sup> (Hours)</b>	<b>Number of Attendees</b>	<b>Description of Information / Literature Provided</b>
6	Not Available	Armenian	Understanding Your Bill	2	0.5	4	Not Available
7	Not Available	Cantonese	Understanding Your Bill	1	0.5	12	Not Available
8	Not Available	English	Understanding Your Bill	5	0.5	28	Not Available
9	Not Available	Korean	Understanding Your Bill	1	0.5	16	Not Available
10	Not Available	Mandarin	Understanding Your Bill	1	0.5	2	Not Available
11	Not Available	Spanish	Understanding Your Bill	6	0.5	68	Not Available
12	Not Available	Vietnamese	Understanding Your Bill	1	0.5	27	Not Available
13	Not Available	Cantonese	Safety Tips	1	0.5	20	Not Available
14	Not Available	Spanish	Safety Tips	1	0.5	4	Not Available
15	Not Available	Cantonese	Level Pay Plan	1	0.5	15	Not Available
16	Not Available	English	Level Pay Plan	1	0.5	2	Not Available
17	Not Available	Cantonese	Energy Conservation	1	0.5	19	Not Available
18	Not Available	English	Energy Conservation	1	0.5	5	Not Available
19	Not Available	Korean	Energy Conservation	1	0.5	16	Not Available
20	Not Available	Vietnamese	Energy Conservation	1	0.5	18	Not Available
21	Not Available	Cantonese	CARE/FERA and Other Assistance Programs	1	0.5	16	Not Available
22	Not Available	English	CARE/FERA and Other Assistance Programs	7	0.5	51	Not Available
23	Not Available	Mandarin	CARE/FERA and Other Assistance Programs	1	0.5	6	Not Available
24	Not Available	Spanish	CARE/FERA and Other Assistance Programs	8	0.5	106	Not Available
25	Not Available	Tagalog	CARE/FERA and Other Assistance Programs	1	0.5	30	Not Available
26	Not Available	Vietnamese	CARE/FERA and Other Assistance Programs	3	0.5	129	Not Available
27	Not Available	Cantonese	Avoiding disconnection	1	0.5	14	Not Available
28	Not Available	English	Avoiding disconnection	1	0.5	5	Not Available
29	Not Available	Mandarin	Avoiding disconnection	1	0.5	2	Not Available
30	Not Available	Vietnamese	Avoiding disconnection	1	0.5	23	Not Available
31	Not Available	Spanish	High Use Energy	1	0.5	18	High Use Handout
32	Not Available	Spanish	Gas Aggregation	1	0.5	19	Gas Aggregation Handout
33	Current Month Total			52		675	
34	Year-to-Date			590		8,860	
35							
36	<sup>1</sup> Contractor states all sessions at least 30 minutes.						
37	<sup>2</sup> This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order to have a more consistent appearance and format with existing SCG tables.						
38	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						